

Who can use Ombudsmen Services?

- Residents of nursing homes, assisted living facilities and critical care access hospitals
- Family member or friend of a resident living in a long-term care facility
- A concerned nursing home, assisted living facility or critical care access hospital employee
- Any concerned individual or citizens' group
- Individuals and families who are considering long-term care.



How to contact Ombudsman Services:

State Ombudsman

Senior and Long Term Care
Department of Public Health and
Human Services
PO Box 4210
Helena, MT 59604-4210

Toll Free Number:

1-800-332-2272

Your local Ombudsman:

All contacts are kept confidential

MONTANA LONG TERM CARE OMBUDSMAN PROGRAM



*Working to provide education,
assistance and advocacy to long-
term care residents and their
families in an effort to ensure dignity
and quality of life*

Ombudsmen respond to the concerns of people who live in long-term care facilities.

An ombudsman can help residents not only understand but exercise their right to good care.

Ombudsmen are resident-focused and directed. Ombudsmen will investigate situations of concern to residents, if residents wish.

When a complaint is received, ombudsmen move into action at the residents' request.

They may supply information, suggest solutions, and press for action or change on behalf of residents.



Ombudsmen Help Resolve Problems

Associated with Long Term Care
Including

- Exercising resident rights
- Quality of care and life within facilities



- Administrative decisions and policies
- State and local service agencies
- Medicaid, Medicare and other long-term care programs
- Improper transfer or discharge of residents
- Abuse, neglect or exploitation of residents
- Any resident, family, friend, or staff concerns related to quality of life or well-being

Ombudsmen Provide Services ...

- Information about long-term care issues including services, care issues, and placement options
- Referrals to aging services programs
- Assistance for long-term care staff to meet the needs and concerns of residents
- Education to enhance public awareness and use of the long-term care system
- Advocacy for needed legislation and policies
- Promote the development of consumer groups including resident and family councils